

# **Service Area Plan**

## **Department of Social Services**

### **Child Protection Services (46902)**

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## **Service Area Background Information**

### **Service Area Description**

To provide a specialized continuum of casework services to children who have been or are at risk of being abused, neglected or exploited, and to their families. Services focus on identification, investigation, assessment, and service provision in an effort to protect children from maltreatment, while preserving families, whenever possible. Protective services are available to all children, under the age of 18, and to their families on a 24-hour a day, on an immediate response basis. All children and families are eligible for these services regardless of income. Child Protective Services also includes preventive services that enable families to provide adequate care for children, thereby enhancing the safety and well being of children and precluding the need for removal of the child from the home. In an effort to prevent abuse and neglect in out of family settings, such as day care centers, residential facilities, and schools, the Child Protective Services Central Registry Unit conducts background checks of prospective employees and volunteers.

### **Service Area Alignment to Mission**

Children being abused or neglected are protected from further abuse, and parents are provided with services to enable them to better care for their children. By providing these services to abused or neglected children and families, we are helping shape strong futures for children and contributing to building stronger families and communities.

### **Service Area Statutory Authority**

Child Abuse Prevention and Treatment Act, as amended, 42 U.S.C. 5101 et seq; 42 U.S.C. 5116 et seq. provides grants to States for the purpose of assisting States in developing, establishing, and operating programs designed to improve the handling of child abuse and neglect cases, including child sexual abuse, child fatalities, and children with disabilities.

Title II - Community-Based Grants for the Prevention of Child Abuse and Neglect, 42 U.S.C 5116 provides funding to support community-based efforts to develop, operate, expand, enhance, and, where appropriate to network, initiatives aimed at the prevention of child abuse and neglect, and to support networks of coordinated resources and activities to better strengthen and support families to reduce the likelihood of abuse and neglect.

The Victims of Crime Act of 1984, P.L. 98-473 provides federal funds to States for the purpose of assisting victims of crime. The Department of Social Services administers the child abuse victim services portion of these funds through an inter-agency agreement with the Department of Criminal Justice Services.

Chapter 15, Article 1, of the Code of Virginia: governs the Child Protective Services Program

22VAC40-700-10 et seq. Child Protective Services Central Registry Information

22VAC40-705-10 et seq. Child Protective Services Program procedures

22VAC40-720-10 et seq. Child Protective Services Release of Information to Family Advocacy Representatives of the United States Armed Forces

22 VAC40-730-10-et seq. Investigation of Child Abuse and Neglect in Out of Family Complaints

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#### **Service Area Customer Base**

Customer(s)	Served	Potential
Background checks completed for potential employees and volunteers (potential unlimited)	136,539	0
Businesses (served unknown; potential unknown)	0	0
Callers to the Child Abuse and Neglect Hotline (potential unlimited)	71,300	0
Caretakers reported as suspected abusers/neglectors (potential unlimited)	40,360	0
Children and families (potential unlimited)	47,445	0
Children reported as being abused or neglected (potential unlimited)	47,445	0
Employees (served unknown; potential unknown)	0	0
Faith Based Organizations (served unknown; potential unknown)	0	0
Federal agencies (potential unknown)	1	0
General Public (served unknown; potential unlimited)	0	0
Local Departments of Social Services	120	120
Low income individuals and families (served unknown; potential unlimited)	0	0
Media (served unknown; potential unknown)	0	0
Non-custodial parents (served unknown; potential unlimited)	0	0
Non-profits (served unknown; potential unlimited)	0	0
Policy Makers (served unknown; potential unknown)	0	0
Providers (served unknown; potential unknown)	0	0
State and local government (served unknown; potential unlimited)	0	0

#### **Anticipated Changes In Service Area Customer Bas**

There are no anticipated changes in the customer base.

#### **Service Area Partners**

**Local Departments of Social Services**

**State agencies**

**Virginia Institute for Social Services Training Activities (VISSTA)**

**Volunteer Organizations**

#### **Service Area Products and Services**

- Support of organizations serving communities
- Recruitment of volunteers and training on management of volunteers
- Services to promote family stability
- Services that promote sufficiency
- Services to protect children
- Services to ensure that children have permanent homes
- Educational materials on recognizing and reporting of child abuse and neglect
- Preventive services to enable families to provide adequate care for their children

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#### Factors Impacting Service Area Products and Services

Federal laws and regulations require states to improve response times in responding to reports of suspected child abuse and neglect as well as to decrease the risk of harm to children remaining in their own homes. Financial penalties will be imposed if the states are not in substantial compliance with requirements of federal Child and Family Services Review.

#### Service Area Financial Summary

Funding for the Child Protection Services program comes from general funds (14.6%), federal funds (77.2%) and special funds (8.2%). The federal funds come from various sources including Temporary Assistance for Needy Families (TANF), Child Abuse and Neglect State Grants, Community Based Family Resource Grants, and the Victims of Crime Acts (VOCA) grant. The special funds are result from fees for searches of the CPS Central Registry.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
<b>Base Budget</b>	\$1,449,958	\$8,479,423	\$1,449,958	\$8,479,423
<b>Changes To Base</b>	\$507,959	\$0	\$507,959	\$0
<b>SERVICE AREA TOTAL</b>	<b>\$1,957,917</b>	<b>\$8,479,423</b>	<b>\$1,957,917</b>	<b>\$8,479,423</b>

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## **Service Area Objectives, Measures, and Strategies**

### **Objective 46902.01**

#### ***Achieve safety and well being for children and families at risk of child abuse and neglect***

In fiscal year 2003-04, there were 47,445 children reported as being abused or neglected. This objective will focus efforts on the identification and treatment of child victims and their families.

#### **This Objective Supports the Following Agency Goals:**

- Enhance the independence, well-being and personal responsibility of customers  
(The safety and well being of children and families is strategically aligned with the mission of the agency to help children triumph over abuse and neglect to shape strong futures for themselves. It also supports the Council on Virginia's Future long term objective to "Inspire and support Virginians toward healthy lives and strong, resilient families".)

#### **This Objective Has The Following Measure(s):**

- **Measure 46902.01.01**

##### ***Response time reports of child abuse and neglect.***

**Measure Type:** Outcome      **Measure Frequency:** Quarterly

**Measure Baseline:** New measure, baseline data not available. Baseline will be established using FY06 data.

**Measure Target:** Specific target will be determined once baseline is established.

**Measure Source and Calculation:**

Data will be derived from agency computerized system. This measure is determined quarterly by reviewing the actual response time captured in the computerized system.

#### **Objective 46902.01 Has the Following Strategies:**

- Evaluate local response time guidelines and assist local departments of social services in reviewing their screening and intake structure to improve response time.
- Review a random sample of cases from the Structured Decision Making model pilot to determine how well local agencies are using the screening and intake tools. Provide additional training, if needed.
- Revise regulations and policy to reflect the Structured Decision Making model.  
In collaboration with the Virginia Institute of Social Services Training Activities, review and revise minimum competencies and training curricula for Child Protective Services workers.

### **Objective 46902.02**

#### ***Prevent the recurrence of child maltreatment***

During state fiscal year 2004, 357 children were reported with repeat maltreatment within a two-year period. This effort will focus on providing services to prevent future maltreatment.

#### **This Objective Supports the Following Agency Goals:**

- Enhance the independence, well-being and personal responsibility of customers  
(The safety and well being of children and families is strategically aligned with the mission of the agency to help children triumph over abuse and neglect to shape strong futures for themselves. It also supports the Council on Virginia's Future long term objective to "Inspire and support Virginians toward healthy lives and strong, resilient families".)

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#### **This Objective Has The Following Measure(s):**

- **Measure 46902.02.01**

*The percent of children with a second founded report of child abuse or neglect within a 6-month period.*

**Measure Type:** Outcome      **Measure Frequency:** Quarterly

**Measure Baseline:** New measure, baseline data not available. Baseline will be established using FY06 data.

**Measure Target:** Specific target will be determined once baseline is established.

**Measure Source and Calculation:**

Data will be compiled from the computerized information system, based on national standards for maltreatment reoccurrence in Child Family Services Review.

#### **Objective 46902.02 Has the Following Strategies:**

- Develop and implement training for local CPS workers and supervisors on the knowledge and skills needed to effectively engage families in safety and risk assessment and reassessment. In collaboration with the Virginia Institute of Social Services Training Activities, review and revise minimum competencies and training curricula for Child Protective Services workers.
- Review a random sample of cases from the Structured Decision Making model pilot to determine how well local agencies are using the safety and risk assessment tools. Provide additional training, if needed.  
Evaluate the implementation of the CPS policy related to the handling of new reports of maltreatment in ongoing CPS cases and the appropriateness of the intensity of service provision based on the risk level.
- Annually award and monitor the Victims of Crime Act grants for child abuse treatment services. Administer the state General Funds and TANF funds for the Child Advocacy Centers.

#### **Objective 46902.03**

##### ***Prevent child abuse and neglect***

In fiscal year 2003-04, there were 47,445 children reported as being abused or neglected. This objective will focus efforts on the prevention of child victims and their families.

#### **This Objective Supports the Following Agency Goals:**

- Enhance the independence, well-being and personal responsibility of customers  
(The safety and well being of children and families is strategically aligned with the mission of the agency to help children triumph over abuse and neglect to shape strong futures for themselves. It also supports the Council on Virginia's Future long term objective to "Inspire and support Virginians toward healthy lives and strong resilient families".)

#### **This Objective Has The Following Measure(s):**

- **Measure 46902.03.01**

*Decrease the rate of child abuse and neglect in the population.*

**Measure Type:** Outcome      **Measure Frequency:** Quarterly

**Measure Baseline:** 3.8 per 1,000 children

**Measure Target:** Decrease by .8% the number of children with founded abuse or neglect by 2008.

**Measure Source and Calculation:**

The numerator will be compiled from the computerized information system and the denominator will be obtained from the 2000 U.S. Census Bureau.

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#### **Objective 46902.03 Has the Following Strategies:**

- Annually award and monitor the Virginia Family Violence Prevention Program Child Abuse and Neglect Prevention grants, the Community-Based Child Abuse Prevention grants, and the contract for the child sexual abuse awareness and prevention.
- On an annual basis, develop, administer, monitor and evaluate the Healthy Families of Virginia budget initiative that provides for in-home prevention services for new parents and families with infants and young children.
- Work collaboratively with Prevent Child Abuse Virginia to assist communities to maintain and/or increase the number of parent self-help and support groups, such as Circle of Parents groups, and Parent Nurturing Programs.  
Coordinate the implementation of the statewide plan, "A Blue Ribbon Plan to Prevent Child Abuse and Neglect in Virginia 2005-2009".

#### **Objective 46902.04**

##### ***Ensure the timely and accurate processing of background checks***

Timely and accurate processing of background checks of the Child Abuse and Neglect Central Registry is a service provided to customers that helps to protect children from abuse and neglect. This measure will assess the quantity and quality of the service provided.

##### **This Objective Supports the Following Agency Goals:**

- Deliver high-quality customer-focused services  
( This objective is strategically aligned with Goal 4 of the Department's Strategic Plan to deliver high-quality customer-focused services. It also supports the Council on Virginia's Future long term objective to "Protect the public's safety and security, ensuring a fair and effective system of justice and providing a prepared response to emergencies and disasters of all kinds.")

##### **This Objective Has The Following Measure(s):**

###### **● Measure 46902.04.01**

###### ***Central registry search requests completed.***

**Measure Type:** Output

**Measure Frequency:** Quarterly

**Measure Baseline:** New measure, baseline data not available. Baseline will be established using FY06 data.

**Measure Target:** Specific target will be determined once baseline is established.

###### **Measure Source and Calculation:**

The computerized information system tracks the number of background checks received as well as the number completed.

#### **Objective 46902.04 Has the Following Strategies:**

- Continue to provide accurate and timely responses to requests of the Central Registry with 95% of the requests completed within ten days.
- Revise the Release of Information form to reduce the number of errors made by customers